<Name of Product>
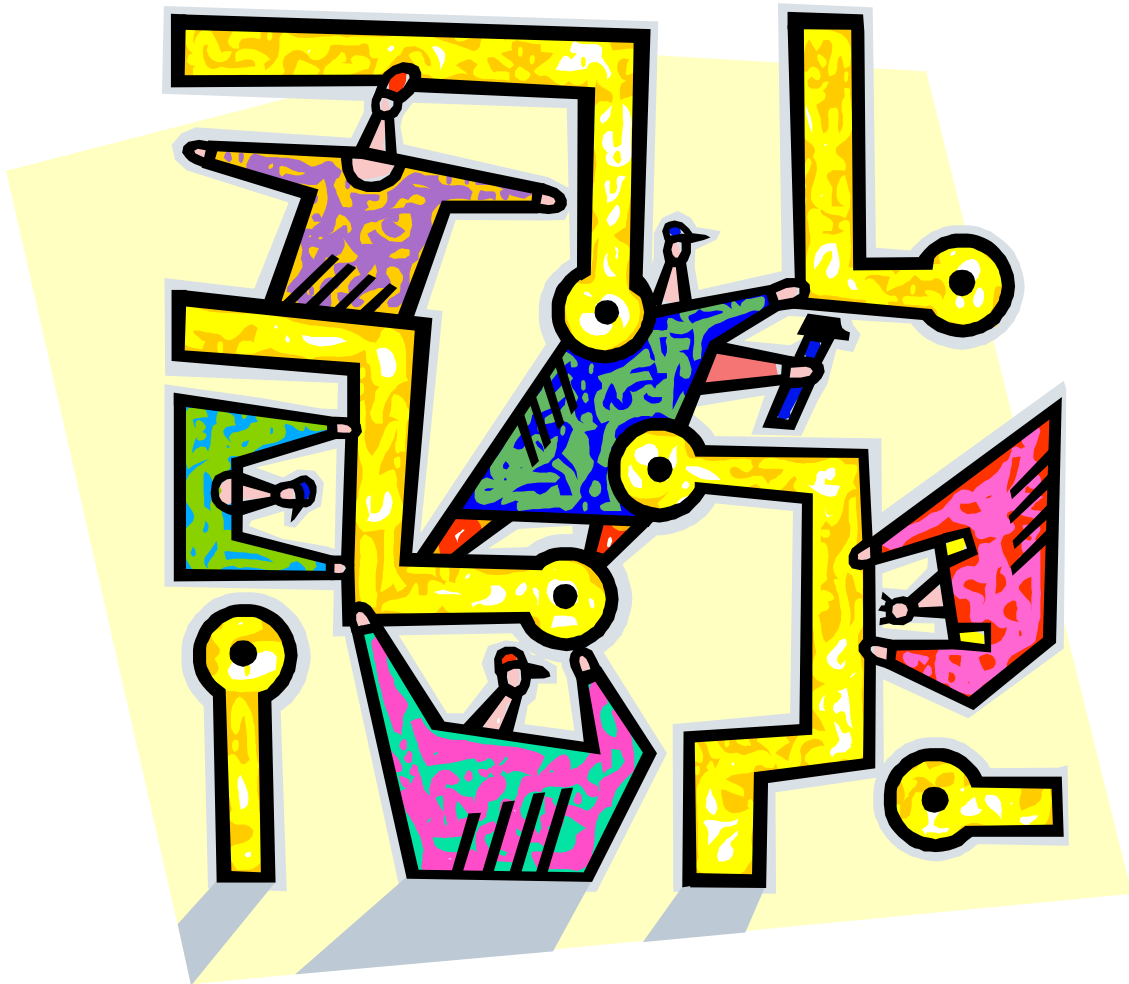# *Maintenance & Operations Plan*

Document Revision History

Version Number	Date	Description

Introduction & Background

Provide a high-level description of the product or services to be maintained and the scope of maintenance & operations activities.

Budget

Identify the budget associated with maintenance and operations activities.

Roles & Responsibilities

Identify the roles and responsibilities associated with maintenance and operations as well as the skill set needed to perform those functions. Key roles to identify include the primary business contact, maintenance & operations team lead(s), key technical staff, customer or help desk support, documentation, training and other support staff.

Performance Measures & Reporting

Identify key performance measures for maintenance activities and for product or service performance. Include information on how measures will be captured and reported.

Governance & Management Approach

Identify new or reference existing methodologies for establishing maintenance priorities and other change management strategies.

Customer/Business Owner Management

Describe how stakeholder/customers will be involved in or informed about maintenance & operations activities. Describe key stakeholders and methods for communication where known.

Standard Operation & Business Practices

Identify or reference methodologies, processes and tools used for change control and configuration management, problem report management, customer support strategy, lifecycle testing, risk identification and mitigation, data sharing practices, storage, disaster recovery, security, customer support strategies and the like.

Documentation Strategies

Describe new or reference existing documentation standards and expectations. Include descriptions of documentation that will be routinely produced such as reports and user, usage, problem and change information as well as product/service documentation. Include details on where documentation is stored and how it is accessed.

Training

Describe ongoing training activities.

Acceptance

Define the point at which the project staff and maintenance staff agree that implementation and transition activities are complete and maintenance activities may begin.

Maintenance Acceptance

Insert signature block indicating acceptance of the product for maintenance.